

#12/c
WM

**RECEIVED
CENTRAL FAX CENTER**

FEB 04 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Debra Beibesheimer, et al.

Examiner: Isaac M. Woo

Serial No.: 09/778,378

Art Unit: 2172

Filed: February 7, 2001

Docket: YOR920000766US1 (14069)

**For: CUSTOMER SELF SERVICE SUBSYSTEM
FOR CLASSIFYING USER CONTEXTS**

Dated: February 4, 2004

Confirmation No: 6851

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

02/09/2004 WHEREDIT 000000003 500510 09778378 01 FC:1202 126.00 DA

PRELIMINARY AMENDMENT

Sir:

Applicants respectfully request the consideration and entry of the following amendments and remarks in the above-identified application

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 11 of this paper.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Dated: February 4, 2004

Steven Fischman
Steven Fischman